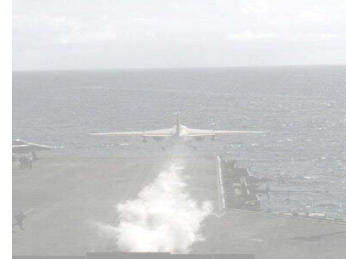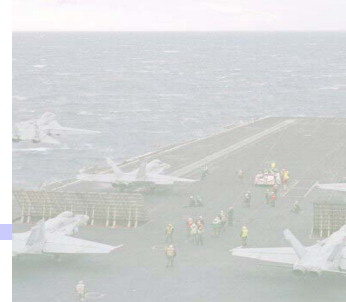# DPAS Customer Support and Communications

Presented to Navy Major Claimant Personal Property Conference Participants
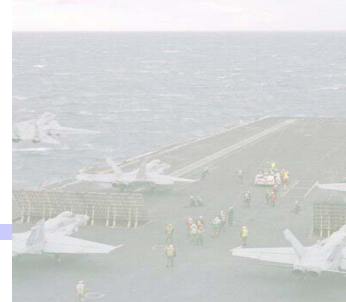
August 12, 2003
Bob Musick

DPAS Columbus Team's Mission

The DPAS Columbus Team's mission:

provide **customer support** that meets and **exceeds our user's needs** today and as defined in the future by the Business Management Modernization Program.
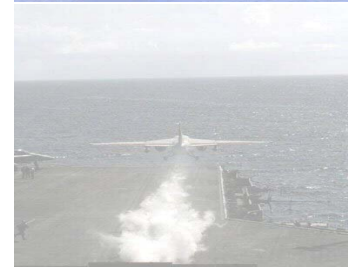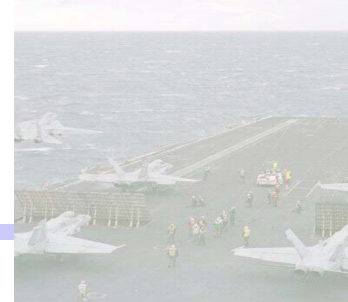
Communication Overview

Multi-channeled Communication Strategy
- Implementations
- Training
  - Current course offerings
  - New courses
  - E-learning
- DPAS Support
  - Site support
  - Customer Support Request (CSR)
- Quality Assurance
  - Tools/services
  - Feedback
- WEB
  - Static and interactive information
  - Suggestion Box
  - Surveys
- Broadcast Messages
  - Training
  - Releases

Implementations

Past accomplishments:

• We started working with Navy in 1998
• The first major claimant brought up was the Bureau of Medicine & Surgery (BUMED)
• Since that time the Navy has become the second largest user of the DPAS system, managing 22 DPAS databases
    - 21 major claimants databases
    - 1 Navy standard catalog

Current efforts:

• Naval Support Facility, Camp David, MD (NH-CNO)
• Pearl Harbor Shipyard & Intermediate Maintenance Facility (NP-CPPF)
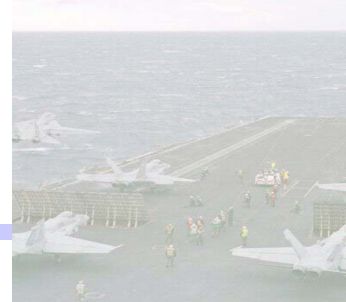• Public Work Center Pensacola (NF-FAC)
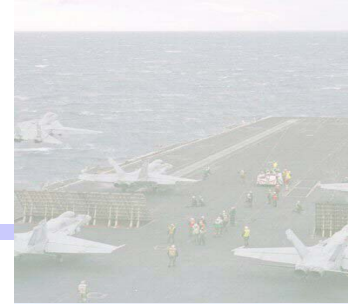
Training

Current course offerings:

- DPAS Basic - (3 days - Columbus, On-site, Regionally) 126 students attended to date
    - Basic day to day operations of DPAS
    - Property Managers
- Inventory Management - (3 days - Columbus, On-site, Regionally) 69 students attended to date
    - Why conduct an inventory
    - Industry best practices
    - Configuring the scanners
    - Manual and automated inventory
    - Hand Receipt Holders/Property Managers
- Eureka - (2 ½ days - Columbus, On-site, Regionally) 25 students attended to date
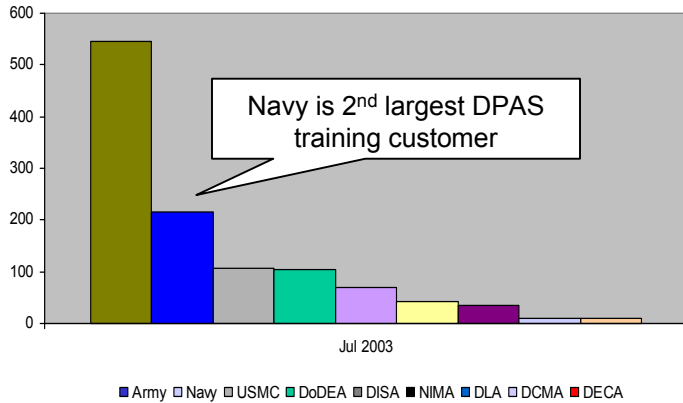   - Basic and advance report writing
    - Property Managers

Total DPAS training participants from beginning of fiscal year to date is **1,147,** out of this number **220** were Navy users.
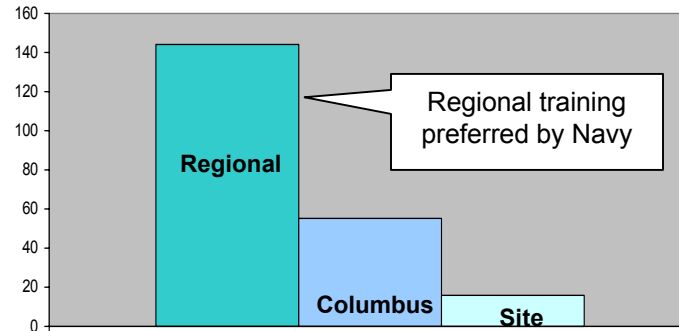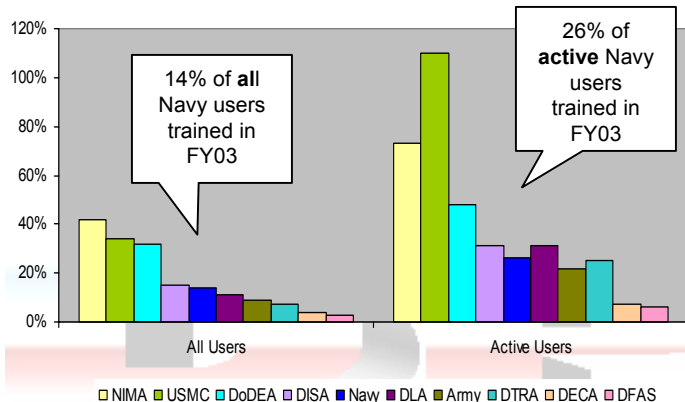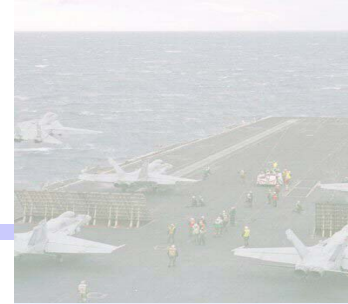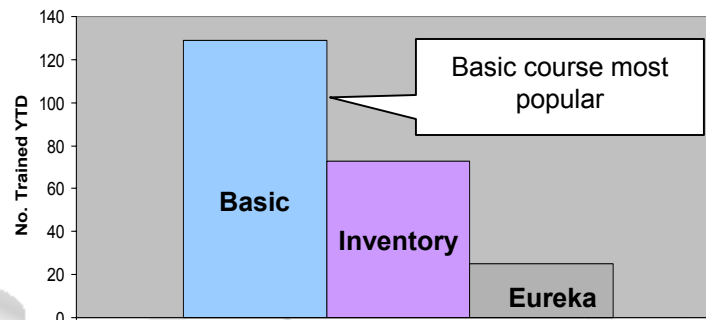
Navy Training

FY03 Total Students Trained

Navy is 2nd largest DPAS training customer

Jul 2003

■ Army ■ Navy ■ USMC ■ DoDEA ■ DISA ■ NIMA ■ DLA ■ DCMA ■ DECA

FY03 Total Navy Students by Location

Regional

Regional training preferred by Navy

Columbus

Site

Percent Users Trained in FY03
All Users; Active Users

14% of **all** Navy users trained in FY03

26% of **active** Navy users trained in FY03

All Users

Active Users

□ NIMA □ USMC □ DoDEA □ DISA ■ Navy ■ DLA ■ Army ■ DTRA □ DECA □ DFAS

FY03 Total Navy Students by Course

No. Trained YTD

Basic

Basic course most popular

Inventory

Eureka

15–Aug–03
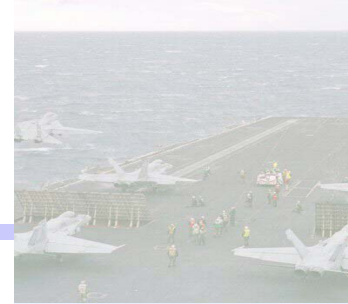
Training Continued

- Retooling course materials to meet customers changing needs.
    - Updating course objectives
    - Reworking case studies
    - Provide more reference materials via the web and in the class

- Adding new courses
    - Accounting course
    - Reports course
    - Technology course (proposed)
    - Security course (proposed)

- Navy E-Learning
    - New initiative and exciting initiative for Columbus
    - Developed by Meridian/Sytel – Columbus will take over ownership in the near future
    - Encourage as a prerequisite to DPAS Basic training
    - Refresher training

Training Continued

First time users should familiarize themselves with the contents of the Getting Started, What's New, and the Help/Feedback/FAQs sections before engaging the Navy E-Learning site.

Home
Log-in
Getting Started
Catalog
Education
Training
Professional Development
References and Links
What's New?
Policy and Guidelines
Help / Feedback / FAQs

Welcome to Navy E-Learning
ANYTIME   ANYWHERE

This is an official US Navy website
You are visitor 7239629 since 05/01/2001

Privacy & Security Notice
Terms of Use

Accessibility Help & Info
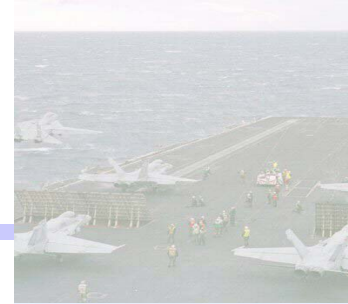
DPAS Help Desk Operations

The Navy operates a PP&E management support office, located in Norfolk, VA., which handles any questions/inquiries relative to DPAS for Navy users.

Doug Plude - Project director-757-443-1692 DSN 646-1692

Help desk inquiries after hours:
Conus: 1-877-418-6824
Oconus: DSN 510-428-6824

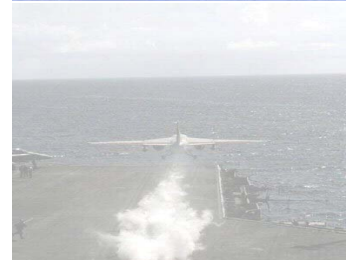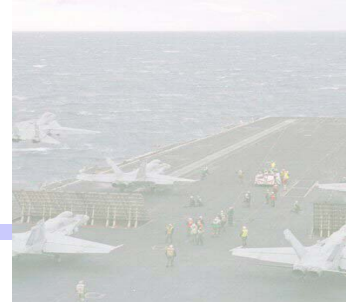The DPAS customer support office operates a 24/7 help desk, located in Columbus, OH for Navy and all other DPAS users.

Joe Stossel - Help desk project Lead- 614-692-9698 DSN 850-9698

Help desk numbers:
Toll free: 1-866-498-8687
Comm: 614 693-0888
DSN: 869-0888

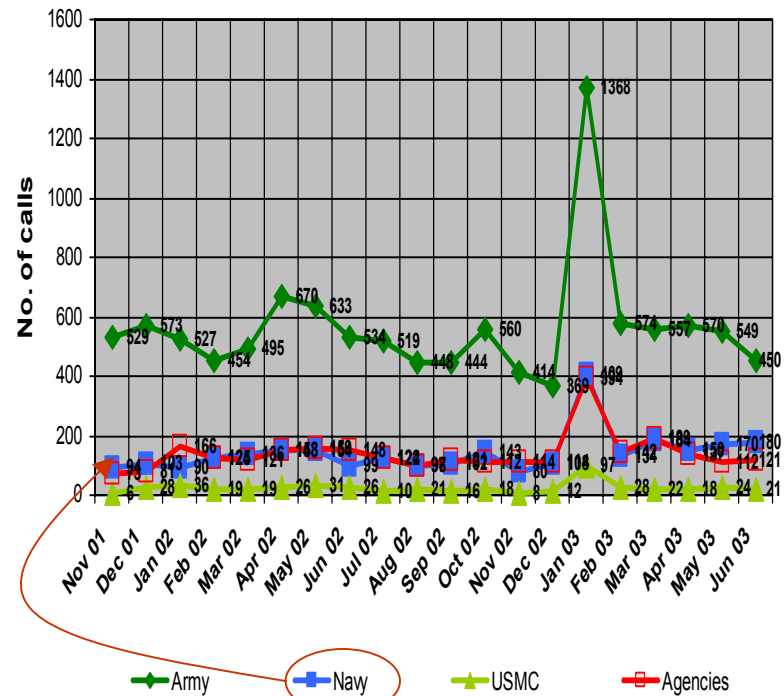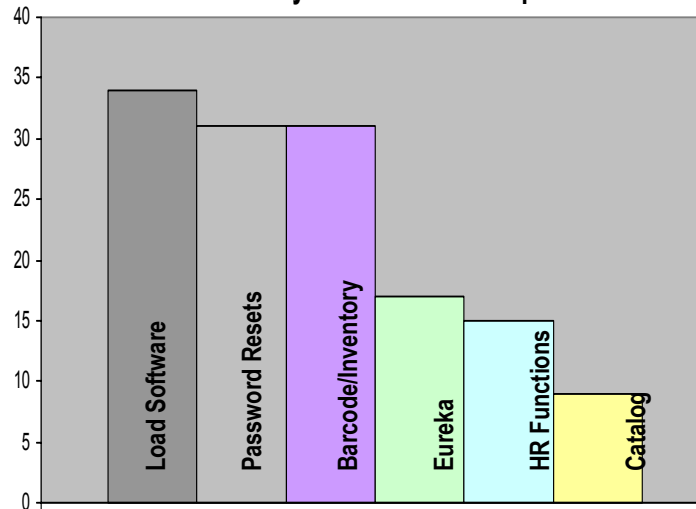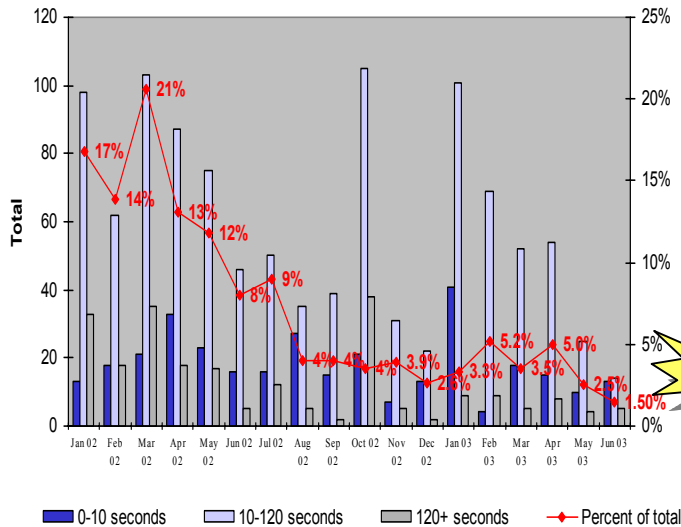# Navy Use of DPAS Help Desk

Call Volume - Based on Tickets created

No. of calls

Army · Navy · USMC · Agencies

FY03 Navy Calls To DPAS Help Desk

Load Software · Password Resets · Barcode/Inventory · Eureka · HR Functions · Catalog

DPAS Help Desk Service Levels

Total Abandoned Calls and Abandoned Calls as Percent of Total
(Excluding calls abandoned in 10 secs. or less)

Time to Close Tickets

Fast!

Few!

Legend (left chart): ■ 0-10 seconds ■ 10-120 seconds ■ 120+ seconds ◆ Percent of total

Legend (right chart): ■ Less than 1 hr ■ 1-24 hrs ■ 24-48 hrs ■ Greater than 48 hrs
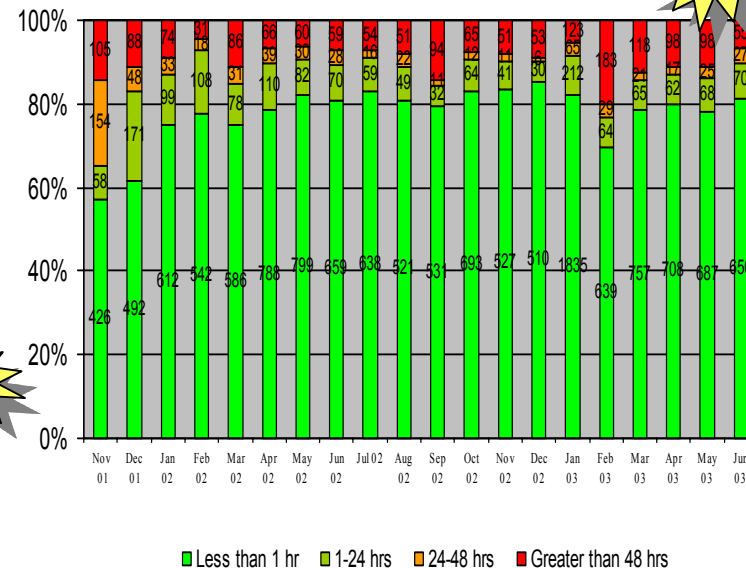
Goal: *keep abandonment rate at less than 6%.*

Goal: *answer 90% of calls in 24 hours or less.*

WEB

- Enhance the users awareness, involvement and increase usage of the DPAS web site
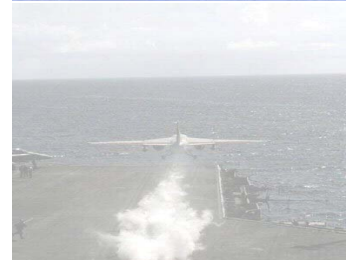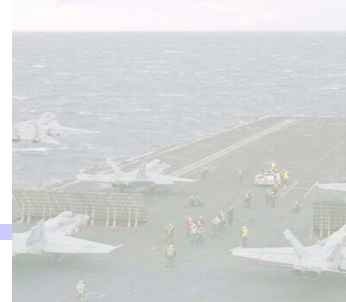
- Implement processes of continuous improvement for the collection, exchange and delivery of useful information to DPAS user community
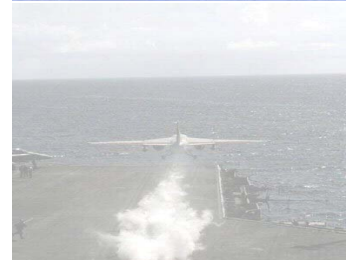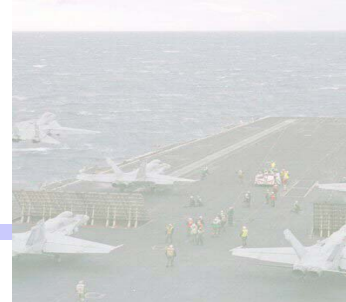
WEB Initiatives

Disciplined approach:

- New baseline version (December 2002)
- WEB Control Board
- Release June 2003
  - Training Manual
  - IT Section
  - Release July 2003
    - 508 Compliance
    - IT Manufacture Code Request
  - Release Aug 2003
    - Training Updates
    - Microsoft extension components (bot coding) removal

WEB Initiatives

- **Proposed Changes:**
  - Comprehensive information more meaningful and easier to find
    - Release notes
    - Release software instructions
  - Interactive information more intuitive
    - Register for training
    - Form 41
    - Suggestion Box
    - Survey

To sign up for class, download release information, or if you just want to drop us a note of encouragement please feel free to log on to our web site at:

https://www.dpasweb1.day.disa.mil/webdpas/index.htm

Web-site quality & functionality

DPAS Web-Site Visits

Legend: Total Visits | Unique visitors | Ave perday
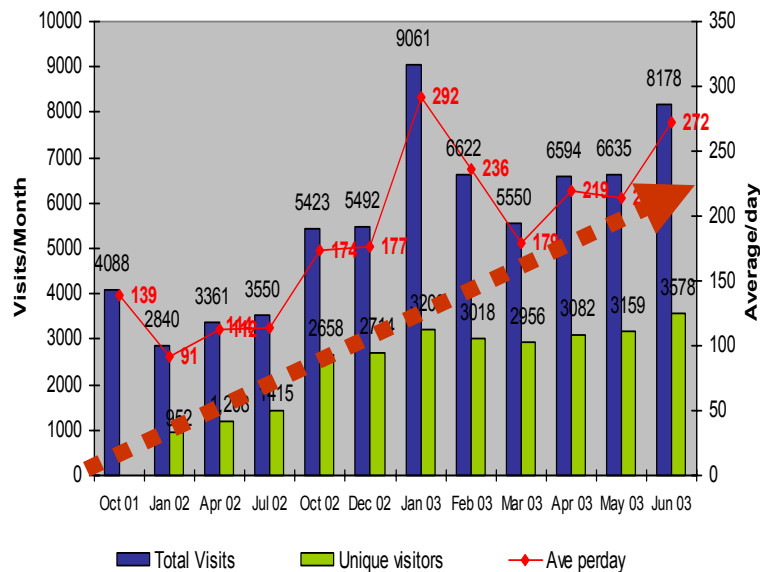
Primary Web-site Visitors

Navy biggest user of DPAS web-site

Legend: Navy | Army | DISA | DFAS | USMC | AF | DLA
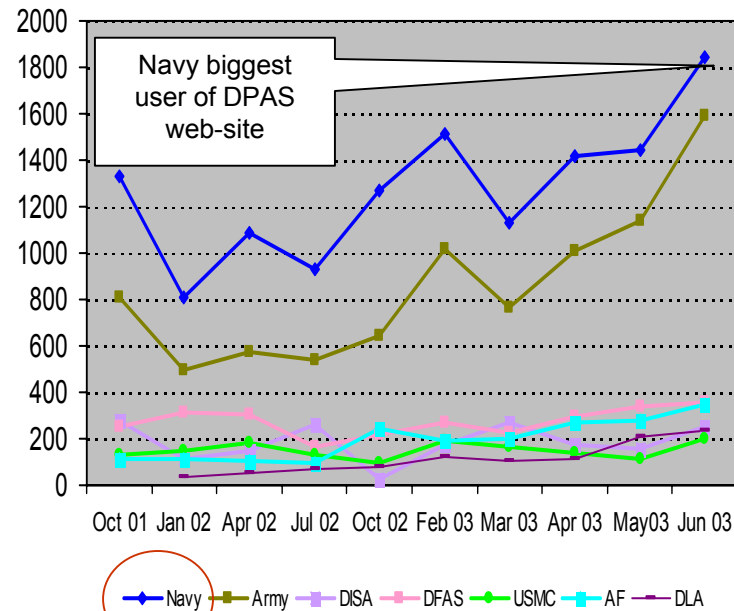
Broadcast Messages

Objectives:

- Apprise users of a changing environment
- Relay urgent messages
- Tell of upcoming training courses
- Give DPAS Software guidance
- Give important release download information

Quality Assurance

- **The key to data quality**
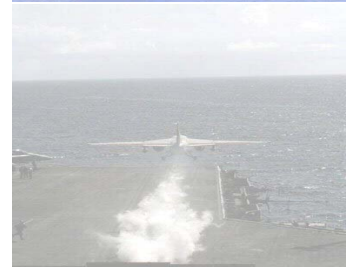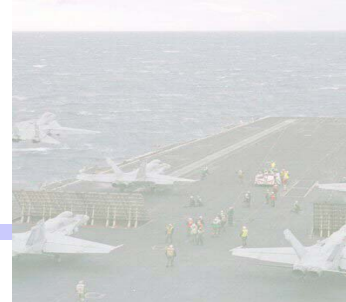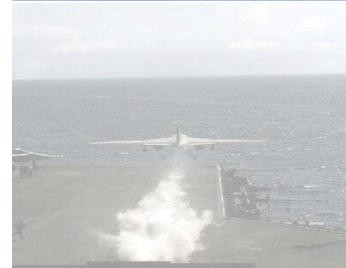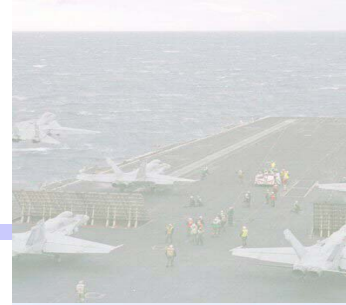 - headquarter level leadership
  - quality of controls implemented and followed
  - management "tracking"
  - feedback
    - expectations
    - results

Quality Assurance Continued

- **DPAS Quality Assurance branch provides**:
  - Tools/services to DPAS customers to effectively manage their assets.
  - Reports to identify data deficiencies
  - Customer support in corrective actions
  - Increased awareness of QA functions

- **User Groups**
  - Accounting
  - Inventory management
  - Government Furnished Equipment
  - Reports

For more information on how you can receive Quality Assurance assistance contact the QA group via email at:

cco-dpas-qa@dfas.mil
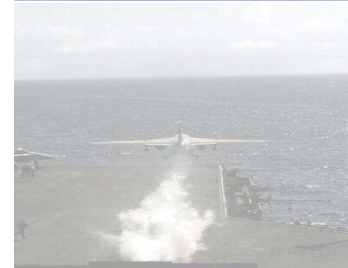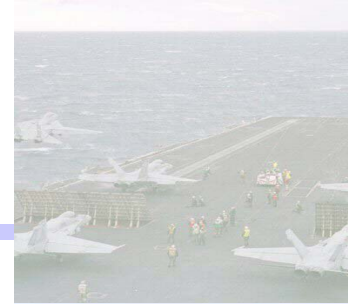
DPAS data quality improvements

Value of DPAS Capital Assets with Depreciation Errors

Chart: "In millions" (y-axis, $0 to $9,000), by month (x-axis: May 02, Jun 02, Jul 02, Aug 02, Sep 02, Oct 02, Dec 02, Jan 03, Mar 03, Apr 03, May 03, Jun 03)

Callout: Navy makes up 1% of total depreciation errors and has 24% of capital* assets in DPAS

*Excludes military equipment

Legend:
- ■ Depreciation not being run (red)
- ■ Depreciation Over-ridden (black)
- ■ Non-capital assets depreciating (magenta)
- ■ Not activated (yellow)
- ■ Residual value greater than zero (teal)
- ■ Depreciation schedule wrong (orange)

Transaction Level Activity

Ratio of Transactions/Assets
Less than .2 (Low) , .2 to .4 (Average), .4 & Above (Good)
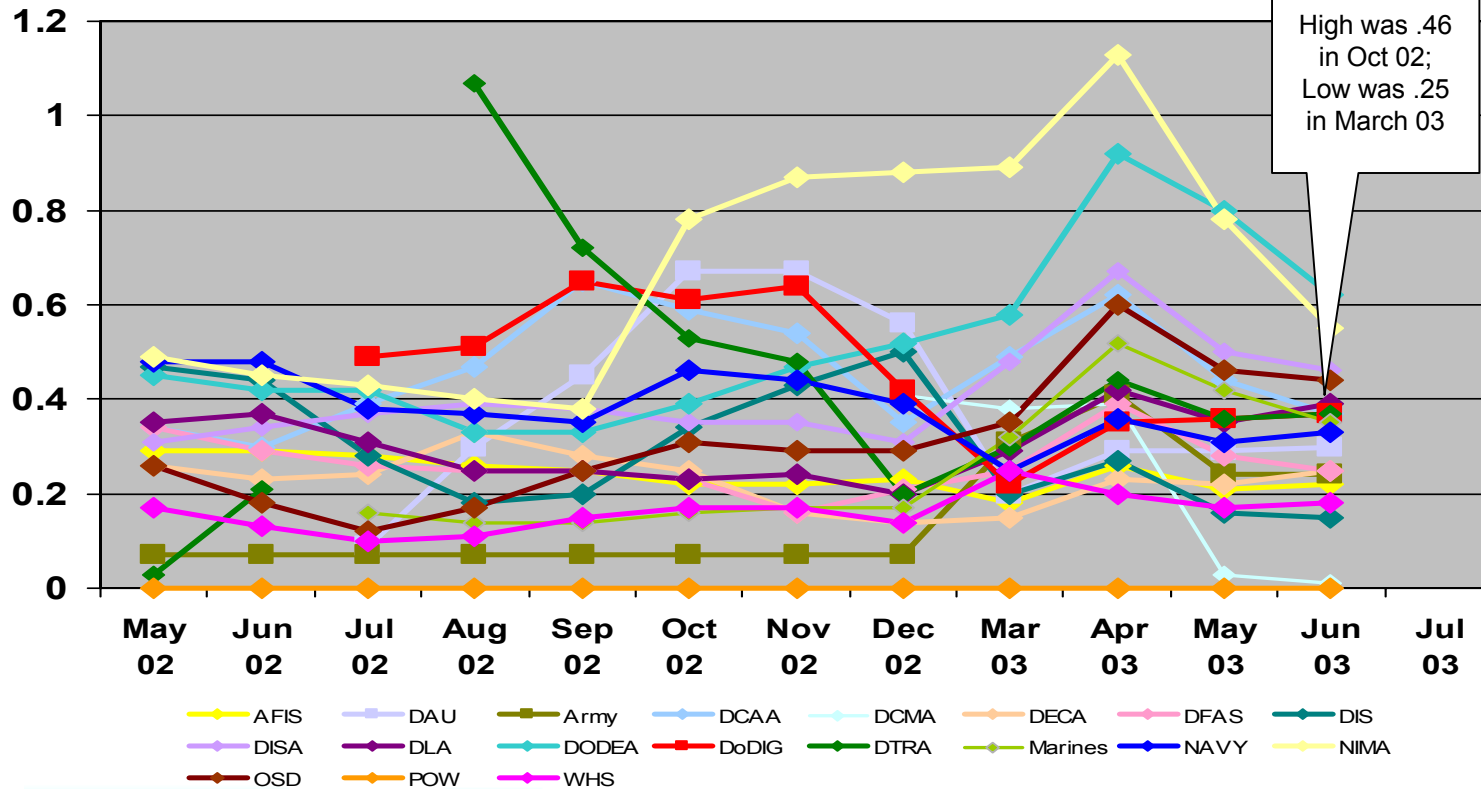### Excludes Real Property and Heritage Assets

Navy average transaction ratio is .38…

High was .46 in Oct 02; Low was .25 in March 03

Legend: AFIS, DAU, Army, DCAA, DCMA, DECA, DFAS, DIS, DISA, DLA, DODEA, DoDIG, DTRA, Marines, NAVY, NIMA, OSD, POW, WHS

Successes & Challenges in FY03

Successes

- New/improved inventory processes
- Incorporated state-of-art scanner/barcode printer technology into application
- New inventory course well attended
- Regional training a hit!
- Automated excessing process (DAISY interface)
- Improved web site
- Consistent quality service provided by Help Desk
- Improved data quality

Challenges

- Help desk volume after release 16 (expired passwords) -- was an experience we don't want to repeat
- Inventory processes can still be improved
- Fewer people; less funding
- Increased program costs due to regional training
- BEA processes slow things down
- eLearning maintenance – something new for us!
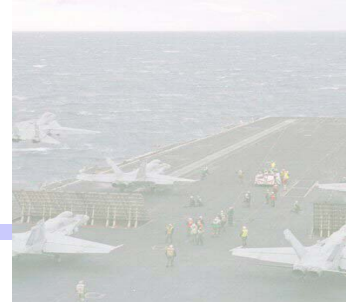
Conclusion

Continue to provide quality customer support that meets or exceeds the users expectations.